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Workforce Management Web

8.5.219.66

12/17/2025

8.5.219.66

Workforce Management Web Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/17/23	Update			X			X

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

As of September 26, 2024, this version of WFM Web contains a renewed certificate for signing Java code. The certificate provided in the previous release of this software expires on October 29, 2024. Continuing to use WFM Web after the expiry date might cause Warnings or Error messages to appear when you use Web for Supervisors Java-based views. (WFM-37570)

Product Documentation

[Workforce Management Web](#)

Genesys Products

[List of Release Notes](#)

Important

If you installed this version of WFM Web prior to September 26, 2024, Genesys recommends that you download and re-install the software to ensure that your version of WFM Web includes the updated certificate.

An error no longer occurs when users try to expand or check a team node in the **Available Agents** tree of the **Reports Scheduler task creation** wizard. (WFM-36681)

WFM Web no longer adds new **Calendar Items** to agents which were not selected in the **Add Calendar Item** wizard. Previously, in some occasions, when the user chose to override warnings in the **Review calendar messages** dialog and proceeded adding **Calendar Items**, **Calendar Items** were added to agents which were not selected for insertion initially. (WFM-36642)

WFM Web no longer reruns the one-time report generation task if the report has been deleted by user in the **Generated Reports** view. Previously, WFM Web reran the one-time report generation task if previously generated report was deleted by user within 30 minutes after the scheduled report generation time. (WFM-35458)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.219.66.